

2021-2022

# Aflac WorkForces Report

## Public sector insights



### DID YOU KNOW?

Nearly three-quarters (72%) of employers in the public sector said that employee mental health issues had an effect on their company in the last year, significantly more than in the private sector (46%). Similarly, 63% of employers in the public sector said employee burnout had a negative effect on their company in the last year, significantly more than in the private sector (41%).

### HEALTH, WELLNESS + THE POWER OF BENEFITS



36% of employees state their personal mental health negatively affected their job performances last year. **All industries: 34%.**

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31% of employees say taking paid time off is viewed as positive at their company. **All industries: 50%.**

21% say taking a leave of absence is viewed in a positive light. **All industries: 39%.**

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45% of public sector employees say they couldn't pay \$1,000 or more in out-of-pocket costs. **All industries: 46%.**

91% of employers in the industry believe their employees can financially meet their health care obligations. **All industries: 81%.**

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43% of workers have high anxiety about health care costs beyond what their insurance covers. **All industries: 51%.**

### THE STATE OF WORKPLACE BENEFITS



26% of employees purchased at least one new benefit as a result of the pandemic, with life, critical illness and mental health resources topping the list. **All industries: 44%.**



**22% of those in the public sector** are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 and other pandemics. **All industries: 45%.**

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**83% of employers** are highly satisfied with their organization's COVID-19 response. **All industries: 84%.**

**60% of employees** are highly satisfied with their employer's response. **All industries: 67%.**

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**65% of employers** experienced an increase in benefits costs in the past year. **All industries: 60%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



**69% of employers in this sector** think employees understand costs well. **All industries: 72%.**

**46% of employees** say they do. **All industries: 59%.**

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**47% of the workforce** say they prefer working with a benefits advisor in person. **All industries: 53%.**

**25%** prefer a video meeting. **All industries: 31%.**

**23%** prefer online chat. **All industries: 30%.**

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**59% of employees** say medical bill negotiation is stressful, followed by trying to understand what insurance or benefits they need. **All industries: 58%.**

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**82% of employers** say their benefits providers demonstrated care for their workforces during the pandemic. **All industries: 84%.**

**49% of public sector employees** agree their benefits company cares for them. **All industries: 65%.**



The 2021-2022 Aflac WorkForces Report is the 11th annual Aflac study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey was conducted online June 28-July 14, 2021, and the employee survey was conducted online June 28-July 16, 2021. The surveys captured responses from 1,200 employers and 2,000 employees across the United States in various industries. For more information visit [aflac.com/awr](http://aflac.com/awr). Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and/or Continental American Life Insurance Company. Aflac WWWQ | 1932 Wynnton Road | Columbus, GA 31999